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| **Notice of proposed rent increase to specialist disability accommodation (SDA) resident**Residential Tenancies Act 1997 Section 498ZB | Consumer Affairs Victoria |

The SDA provider may use this form to notify the SDA resident (the resident) of a proposed rent increase where an SDA residency agreement has been entered into or established.

This form does not apply where a Residential rental agreement has been entered into by the resident and SDA provider.

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| For the purposes of Part 12A of the *Residential Tenancies Act 1997*:**SDA Residents** are people with a disability who:* receive or are eligible to receive funded daily independent living support, and
* reside or propose to reside in supported disability housing (including SDA enrolled dwellings or other permanent supported disability housing with similar characteristics).

SDA Residents can include:* National Disability Insurance Scheme (NDIS) participants with SDA funding
* NDIS participants without SDA funding but who receive funded daily independent living support, for example Supported Independent Living (SIL) funding or in home support funding
* people with Transport Accident Commission (TAC) funding for daily independent living support
* people with Workcover funding for daily independent living support
* people funded under the Disability Support for Older Australians program.

**SDA providers** are owners or leaseholders of SDA dwellings that are let under an SDA residency agreement or Residential rental agreement. SDA providers include:* registered NDIS providers, whose dwellings are enrolled with the NDIA
* registered NDIS providers or other providers of supported disability housing whose dwellings are not enrolled but are used to deliver funded daily independent living supports.

**SDA dwellings** include SDA enrolled dwellings and other permanent supported disability housing with similar characteristics. |

# Information for the resident

* A valid notice of proposed rent increase is required for all rent increases.
* The SDA provider must give you, and your guardian or administrator (if you have one), at least 60 days’ written notice of any rent increase.
* The notice must include the amount of the rent increase.
* The notice may only provide for one rent increase.
* The notice must include the method by which the rent increase was calculated. The rent increase cannot be over the amount calculated using this method.
* SDA providers must not increase the rent more than once every 6 months.
* The NDIS (SDA) Rules 2020, together with the NDIS Pricing Arrangements for SDA, provide for the ‘maximum reasonable rent contribution’ that SDA providers can receive from NDIS SDA-eligible participants in an SDA enrolled dwelling. These effectively cap rent for these residents at 25 per cent of the Disability Support Pension, plus 25 per cent of the Pension Supplement and 100 per cent of Commonwealth Rent Assistance.

# Challenging a rent increase

* You may apply to the Director Consumer Affairs Victoria (CAV) to review the proposed increase if you think it is too high. This is free. You may apply by completing the Request for rental assessment (online) form on the CAV website under Specialist Disability Accommodation:[consumer.vic.gov.au/forms](https://www.consumer.vic.gov.au/resources-and-tools/forms-and-publications) .
* An application must be made in writing within 30 days after the notice is given. The Director CAV will investigate the increase and provide a report.
* You may also apply to the Victorian Civil and Administrative Tribunal (VCAT) for an order declaring the proposed rent amount to be excessive. This application must be made within 30 days after CAV issues a report.
* You will need to pay the proposed increased amount of rent or 110 per cent of the rent (whichever is the lesser) from the date the proposed rent increase is to apply provided on the notice.
* If you have not requested a report from the Director and 30 days have passed since you have received the notice, you can still apply directly to VCAT. You will need to satisfy VCAT that you have reasonable grounds to apply without first getting a report from the Director.
* VCAT must dismiss your application if the increase in rent is proportionate to an increase in the Commonwealth Disability Support Pension and any Commonwealth Rent Assistance.
* For further information, visit the SDA section of the CAV website at [www.consumer.vic.gov.au/housing/specialist-disability-accommodation](http://www.consumer.vic.gov.au/housing/specialist-disability-accommodation) or call CAV on **1300 40 43 19**.

1 Address of SDA dwelling

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

2 Resident details

|  |  |
| --- | --- |
| Full name of ****resident**** |  |

Resident’s address for service (if different to address of SDA dwelling above)

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Resident’s contact details

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |

**Full name of resident’s guardian or administrator** (if any)

|  |  |  |
| --- | --- | --- |
|  |  |  |

Guardian or administrator’s address for service

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Guardian or administrator’s contact details

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |
|  |  |

3 SDA provider details

 Full name of SDA provider (this cannot be an agent’s name)

|  |
| --- |
|  |

Address of SDA provider for serving documents (this can be an agent’s address)

|  |  |  |
| --- | --- | --- |
|  | Postcode |  |

Contact details of SDA provider or agent

|  |  |
| --- | --- |
| Business hours |  |

|  |  |
| --- | --- |
| After hours |  |

|  |  |
| --- | --- |
| Email address |  |

4 Proposed rent increase

I intend to increase the rent as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Current rent amount ($) |  | per  | [ ]  week | [ ] fortnight | [ ]  calendar month  |

|  |  |  |
| --- | --- | --- |
| New rent amount ($) |  | per [ ]  week [ ]  fortnight [ ]  calendar month |

|  |  |  |
| --- | --- | --- |
| Amount of rent increase ($)  |  | per [ ]  week [ ]  fortnight [ ]  calendar month   |

|  |  |
| --- | --- |
| Resident’s Maximum Reasonable Rent Contribution if the SDA dwelling is an SDA enrolled dwelling |  |

|  |  |
| --- | --- |
| Start date of increased rent |  |

5 Method used to calculate the rent increase
(For example 'Consumer Price Index’ used to calculate rent increase)

 Provide details of the process and calculation used to reach new rent amount.

|  |  |
| --- | --- |
| Method used to calculate the rent increase |  |

6 Delivery of this notice

* + - The notice period begins when the resident is estimated to receive this notice.
		- For information on postage times from different locations please refer to the Australia Post website auspost.com.au/parcels-mail/calculate-postage-delivery-times/#/
		- If sending by post, the SDA provider must allow for the delivery time in calculating the increase date.

This notice was sent on:   (insert date)

This notice has been delivered:

|  |
| --- |
| [ ]  personally - by hand to the resident and the resident’s guardian or administrator (if any) |

|  |
| --- |
| [ ]  by post to the resident and to the resident’s guardian or administrator (if any) |
| Expected delivery time |  | (Please see the Australia Post website) |

|  |  |
| --- | --- |
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| --- |
| [ ]  by email (if consent has been provided by the resident) |

|  |  |
| --- | --- |
| Email address of resident |  |

|  |  |
| --- | --- |
| Email address of resident’s guardian or administrator |  |

Explanation of this notice

* + - The SDA provider must explain this notice in a language, mode of communication and terms you are most likely to understand. If reasonable, this must be an oral and written explanation.
		- If you would benefit from support to understand this notice, the SDA provider must also give a copy of this notice to your family member, carer, guardian, advocate, or other chosen support person. If you do not have anyone, the SDA provider can choose a support person for you.

7 Signature of SDA provider or agent

|  |  |
| --- | --- |
| Signature |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Name |  | Date |  |

**Help or further information**

For further information, visit the SDA section – Consumer Affairs Victoria website at [www.consumer.vic.gov.au/housing/specialist-disability-accommodation](http://www.consumer.vic.gov.au/housing/specialist-disability-accommodation) or call Consumer Affairs Victoria on **1300 40 43 19**

**Telephone interpreter service**

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on **1300 40 43 19**.

**Arabic**

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 450 131 (بكلفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 8**1300 40 43 19**0.

**Turkish** İngilize anlamakta güçlük çekiyorsanız, 131 450’den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak **1300 40 43 19** numerali telefondan Victoria Tüketici İşleri’ni aramalarını ve size bir Danişma Memuru ile görüştürmelerini isteyiniz.

**Vietnamese** Nếu quí vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số **1300 40 43 19**.

**Somali** Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha

Fiktooriya tel: **1300 40 43 19**.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450（衹花費一個普通電話費），讓他們幫您接通維多利亞消費者事務處（Consumer Affairs Victoria）的信息官員，電話：**1300 40 43 19**。

**Serbian** Ако вам је тешко да разумете енглески, назовите Службу преводилаца и тумача (Translating and Interpreting Service – TIS) на 131 450 (по цену локалног позива) и замолите их да вас повежу са Службеником за информације (Information Officer) у Викторијској Служби за потрошачка питања (Consumer Affairs Victoria) на **1300 40 43 19**.

**Amharic**  በእንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 (በአካባቢ ስልክ ጥሪ ሂሳብ) በመደወል ለቪክቶሪያ ደንበኞች ጉዳይ ቢሮ በስልክ ቁጥር **1300 40 43 19** ደውሎ ከመረጃ አቅራቢ ሠራተኛ ጋር እንዲያገናኝዎት መጠየቅ።

**Dari**

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS)به شماره 450 131 به قیمت مخابره محلی تماس بگیرید و بخواهید که شما را به کارمند معلومات دفتر امور مهاجرین ویکتوریا به شماره **1300 40 43 19** ارتباط دهد.

**Croatian** Ako nerazumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na **1300 40 43 19**.

**Greek** Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (ΤΙS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό **1300 40 43 19**.

**Italian** Se avete difficoltà a comprendere l’inglese, contattate il servizio interpreti e traduttori, cioè il Translating and Interpreting Service (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essee messi in comunicazione con un operatore addetto alle informazioni del dipartimento “Consumer Affairs Victoria” al numero **1300 40 43 19**

# For the resident

## Requesting an investigation of rent increase (no cost)

If you want to request an investigation, it must be in writing and you must make this request within 30 days after the notice of the rent increase is given.

You can make a request for an investigation by completing the Request for rental assessment (online) form on the CAV website under Specialist Disability Accommodation: [consumer.vic.gov.au/forms](https://www.consumer.vic.gov.au/resources-and-tools/forms-and-publications).

You must complete the information below and attach all pages of this notice with your online request.

If you are unable to make a request via our website, contact Consumer Affairs Victoria on 1300 40 43 19.

After your request has been received, Consumer Affairs Victoria will contact you and your guardian or administrator (if any).

|  |
| --- |
| [ ]  Yes, I the **resident** wish to apply for a rent increase investigation |

I can be contacted on:

|  |  |
| --- | --- |
| Day time phone number |  |

|  |
| --- |
|  |

Guardian or administrator’s phone

**Privacy notification** – Consumer Affairs Victoria collects and handles your personal information consistent with the requirements of the ***Privacy and Data Protection Act 2014***. Without this information we may be unable to process this transaction. You are able to request access to the personal information that we hold about you, and to request that it be corrected by contacting Consumer Affairs on **1300 40 43 19**, the Information and Privacy Unit on 8684 0178 or the Freedom of Information Unit on 8684 0063.